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10/drawing
Lounan
PATENT
9D-EC-19348

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

6-18-03

Applicant: Ruppelt et al.

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: Art Unit: 2768

Serial No.: 09/480,589

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: Examiner:

Filed: January 10, 2000

For: METHOD, SYSTEM, AND
PROGRAM PRODUCT FOR ON-LINE
SERVICE CALL SCHEDULING

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Box: PGPUB DRAWINGS
Attn: Official Draftsman
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Enclosed are nine (9) sheets of Formal Drawings for the above-identified patent
application.

Respectfully submitted,

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4700

PATENT
9D-EC-19384

THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Ruppelt et al.

Serial No.: 09/480, 589

Filed: January 10, 2000

For: METHOD, SYSTEM, AND PROGRAM
PRODUCT FOR ON-LINE SERVICE CALL
SCHEDULING

Group Art Unit: 2768

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I certify that the documents listed below:

- Transmittal of Formal Drawings (1 pg.)
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